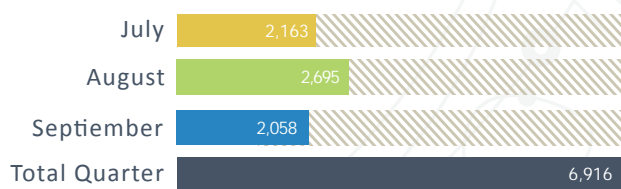


**LEVEL OF SERVICE QUALITY PERIOD JULY - SEPTEMBER 2017**

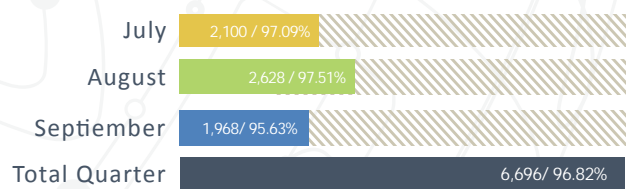


**TELEPHONE HELPLINE SERVICE**

**Calls received**



**Calls handled**



Standard committed according to SLA

**80%**

Percentage of calls handled

**96.82%**

**ADDRESS**

**FOLOW US**

**CONTACT US**

**DCV**  
Av. Apoquindo Nº 4001  
Floor 12 - Las Condes.

**DCV Registros**  
Huerfanos 770 Floor 22,  
Santiago Centro.

Web site: **DCV.CL**  
Follow us on : **in**

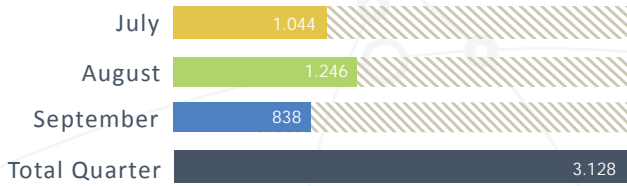
Nº Shareholders  
(56 2) 23939003

Mail contact  
atencionaccionistas@dcv.cl



## SHAREHOLDERS INFORMATION SERVICE

### Total shareholders answered



Standard committed according to SLA

**15 Minutes**

### Average waiting time in halls



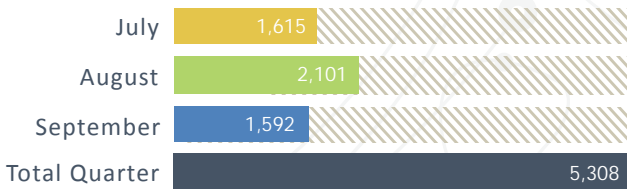
Average response time

**1.55 Minutes**



## ELECTRONIC MAIL SERVICE

### Electronic mail service



Standard committed according to SLA

**48 Hours**

### Average response time



Average response time

**48 Hours**

### ADDRESS

### FOLOW US

### CONTACT US

**DCV**  
Av. Apoquindo Nº 4001  
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(56 2) 23939003

Mail contact  
atencionaccionistas@dcv.cl



## SHAREHOLDERS' COMPLAINTS

11 claims were received in the period July-September 2017, all of which were answered directly to the shareholder.

The complaints received have the following distribution.

Type of claim	Amount	%
Dividend claims	2	18.18%
Claim for transfer operation	2	18.18%
Mail clearance claim	3	27.27%
Claim statement with observation	1	9.09%
Claim delay in care	1	9.09%
Claim share balance	2	18.18%


 ADDRESS

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